



Round House Cafe Customer Feedback

Questions, Comments, Kudos & Klouts August 1, 2014

What health inspections are done at the Café? There are several. Our SRPMIC HHS department conducts semi-annual food safety inspections, as the Café is not inspected by Maricopa County. Ecolab conducts independent annual food and physical safety audits at each of ARAMARK's corporate accounts. And Café management is Serv-Safe certified by the National Restaurant Association and ANSI and we self-audit both the Café and DOC kitchen and serving facilities at least monthly (and visually inspect daily). Hope this info helps.

Is there any chance of the Café ever serving Sushi? Thanks for asking. The subject has come up periodically in the Focus Group. The biggest logistical hurdles are quantity and freshness. It's really not a product you want to "carry over" from day to day in the display case; and selling enough "fresh made" product to make it worthwhile for any vendor is a guessing game. Simply put, we probably don't have a large enough customer base to make it feasible on an ongoing basis. But maybe we could offer it once as a special and see how it goes. Stay tuned for further developments!

Can there be any way to sample the soups? Sure! You could actually sample them daily. If you ask one of the employees, they would be happy to get you a sample cup and spoon. We offer samples at various stations on a regular basis. Thanks for asking.

I like to put lemons in my water. Is there any chance we can get lemons? Yes. We have lemons wedges available daily. They used to be on display right next to the fountain beverages and iced tea, but during a recent food safety inspection, it was determined that the lemons should probably be on ice or refrigerated. During breakfast, they are with the butter and cream cheese near the toaster. At lunch, they are in the Grab and Go display case with the juices and Jell-O. Hope this information helps.

Nutritional and info links on several items weren't working for a couple of days. Got an "error message..." or just the wrong descriptions and stats. Thanks for noticing. We try to provide the most accurate information we can about menu items, both in description and nutritional data. There were some technical issues a couple days in the middle of July on several posted items; noticed the errors; and corrected the root problems with ARAMARK marketing and IT. We apologize, and hope this information helps.

What type/brand of turkey burgers are used in the Café? We serve Butterball Mediterranean-spiced all white meat turkey burgers. Nutritional information [can be found at this link](#). Hope this information helps

Thank you for finally getting foam cups! They don't sweat! They don't leak! They keep the drinks colder! It's about time!...AND...I really like the foam containers for the hot food. I'm not burning my hands any more with the plastic. Thanks for the comments. We have received literally dozens of similar, positive comments about the Café offering foam cups and foam containers for hot foods instead of the paper cups (that leaked) and clear plastic containers we've had since opening. The Focus Group discussed and researched this decision for a long time and consulted with the Salt River Landfill and the Solid Waste Advisory Committee before deciding to change. Additionally, we conducted an extensive search for cost-effective recyclable options, but could not find any. Besides all of the reasons listed above, the foam products will save the Community about \$1,500 a month over the costs of the other products. We hope the new products are more user friendly for Café customers. Hope this information helps.

On behalf of Salt River Police Supervisors, we thank you and your professionals from the Round House Café for catering out lunch. It was right on-time, delicious, plentiful and staff was on-time for the clean-up too. Everyone enjoyed the luncheon and we are appreciative of your assistance! Thank you. We appreciate the kind words. The Café catering department has been very busy and we have received many similar notes and verbal expressions of kindness. We are grateful for the opportunity to serve. Here's another catering note... **Thank you! You had everything set up perfectly (for evening Cultural event in the Café Sun Room). All my guests marveled at the facility, and loved the food. We look forward to working with you again. Great job all the way around.**

Kudos & Klouts (Customer Comments and/or Suggestions)

- Mongolian Stir Fry – love it – have more – would eat there every day if stir fry offered daily
- Keep the (spicy) "hot" foods coming – Tikka Masala; haven't had Beef Vindaloo in a while...
- Kung Pao Chinese Stir Fry was really, really good...beef was absolutely outstanding
- Love the new napkin and (disposable) silverware dispensers. More sanitary....and the napkins don't run out...or rip and shred
- Thanks for streamlining the smoothie prices...appreciate the consistency
- Moco Loco back for breakfast – my culinary Achilles heel!
- The new hot display and variety at the daily breakfast and lunch grill is awesome....love the squash and cheese...
- I never win anything in the contests...but I love that you have them. Perhaps someday... ☺ ...AND...the contests must be rigged because I NEVER win...AND...I finally won a prize! I love the Watermelon Contest. Thanks for having.
- How much is the Frybread? (\$1.39...you can find [Café pricing on line at this link](#)).
- There was a long black hair in the spam that made it into my burro... (We gave you a coupon. Very sorry that happened).
- My burrito didn't turn out like I ordered it...(we made you a new one AND gave you a refund)
- Salmon Friday was perfect; moist...right amount of Cajun spices...AND...Salmon was delicious...but could have been spicier
- Today's BBQ excellent – steaks were cooked to perfection...Brisket was especially good today – moist and tender
- Could use more variety in soups – getting "same old"
- Biscuits and gravy were greasy and salty this morning...AND...the biscuits and gravy were delicious today!
- You grill cook helped me with a late burger order (after 1:30 pm)...and I just wanted to say thank you
- Au gratin potatoes at lunch were crunchy. (We switched them out of the line; and gave you a coupon for letting us know)
- Manhattan clam chowder is delicious. Please continue to make.
- (Back to School Supply Drive) is a great project! I will try to remember to buy some to donate this weekend. Great cause!
- The desserts have been very good lately...AND...thanks for the free watermelon slices; a nice cool treat
- You've been out of Black Cherry Kick Start for a while (The order came in about a half an hour after your email!) ☺
- I had the carrot soup today (7/11/2014) and was unsure about it, but it was incredible.

To submit your feedback...

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
 2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
 3. E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov
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